



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**Qwest Communications Corporation**  
**for quarter ending June 30, 2006**

Performance Data	April	May	June	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	3.43	3.87	3.33	3.54
B. Operator Answer Time - Information [730.510(a)(1)]	4.94	5.43	4.44	4.94
C. Repair Office Answer Time [730.510(b)(1)]	35.00	31.00	22.00	29.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	35.00	31.00	22.00	29.33
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	75.00% *	83.33% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	100.00%	100.00%	100.00%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.30	0.61	0.61	0.51
H. Percent Repeat Trouble Reports [730.545(c)]	33.33% *	0.00%	33.33% *	25.00% *
I. Percent of Installation Trouble Reports [730.545(f)]	50.00% *	0.00%	0.00%	20.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Qwest had minimal activity against a small customer base that tends to skew percentage calculations.



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